

Patient Characteristics

Average Age: 60
Users Medicare Eligible: 41% > 65
90% Male / 10% Female

Budget/Staffing

Operating Budget: \$532 million
Total Staff: 3,648 FTE
Physicians: 247.6 Authorized FTEE
Nursing: 480.8 RNs
Volunteers: 1,234

Demographics

VANTHCS serves veterans in 38 North Texas and 2 South Oklahoma counties
Veteran Population: Approximately 500,000
Unique Patients FY 06: 103,126
Market Share: 19%

Growth	FY 97	FY 06	Change
Treated Patients	51,605	103,126	100%
Outpatient Visits	435,069	1,040,347	139%
Inpatient Bed Days of Care	86,208	144,094	76%
Employees	2,811	3,881	38%

Beds

Acute Care	289	
Psych	51	4 Intensive Care Units (40 beds)
Med	137	Telemetry Unit (39 beds)
Surg	71	12 Operating Rooms
SCI	30	Spinal Cord Injury Center (30 beds)
Domiciliary	264	Dialysis Unit (27 beds)
Psychiatric Residential	61	
Rehabilitation Treatment Program		2 MRIs
Nursing Home Care	229	Mobile PET Scanner
TOTAL	843	2 Linear Accelerators

"TO CARE FOR HIM WHO SHALL HAVE BORNE THE BATTLE AND FOR HIS WIDOW AND HIS ORPHAN"
~ ABRAHAM LINCOLN ~



2006

Annual Report

Annual Report 2006
Annual Report 2006
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A Mural in the Auditorium of Sam Rayburn Memorial Veterans Center
VA North Texas Health Care System



Today's Veterans Health Care System is a far cry from the stand-alone veterans hospitals of the past, and VA North Texas Health Care System (VANTHCS) exemplifies the new model. With facilities in Dallas, Bonham and Fort Worth, VANTHCS is an integrated health care system with approximately 3,800 employees and an annual operating budget over \$532 million. Ten Community Based Outpatient Clinics in locations throughout the VANTHCS primary service area improve access to care for veterans in remote areas. VANTHCS is part of VA Network 17 which also includes facilities in San Antonio, Kerrville, Temple and Waco.

The mission of VANTHCS is to honor America's veterans by providing exceptional health care that improves their health and well being. It is our vision to be a patient centered integrated health care organization for veterans providing excellence in health care, research and education; a back up to Department of Defence for national emergencies; an organization where people choose to work; and an active community partner.

Dallas VA Medical Center is an 84-acre campus that serves as the tertiary referral center for VANTHCS. It is the 7th largest health care system in VA for number of patients seen and is designated as the polytrauma site in VISN 17 to provide state of the art technology and health care resources for returning Operation Iraqi Freedom/Operation Enduring Freedom veterans.



Sam Rayburn Memorial Veterans Center serves veterans residing in North Texas and Southern Oklahoma. In addition to providing primary care, SRMVC has developed cooperative relationships with other providers in the area to offer a variety of health care services and improve accessibility for veterans. The 78-acre site includes Nursing Home Care Unit, Domiciliary, and Psychiatric Residential Rehabilitation Treatment Program.

Fort Worth Outpatient Clinic improves access to outpatient services for veterans residing in the western communities of our primary service area. General and specialty outpatient care in medicine, surgery, and mental health are available, and patients who require hospitalization or more sophisticated outpatient care are referred to Dallas VAMC. Having outgrown its present location, a new 218,000 square foot clinic scheduled to open in 2009 will be the largest leased space in VA.



Education and Training

VA North Texas Health Care System is a major educational resource, providing clinical and administrative training in a broad range of health care professions and occupations. Major affiliations include The University of Texas Southwestern Medical Center at Dallas, Grayson County College, Baylor College of Dentistry, University of North Texas Health Science Center, and the Texas Tech University Health Science Center School of Pharmacy which is located on the Dallas campus.

Research

VANTHCS is one of six VAMCs across the country that serves as the coordinating center for the SCI Vocational Integration Program. This 5-year multi-center clinical trial for implementation and evaluation of a new vocational integration program will greatly benefit veterans with spinal cord injury.

Customer Service

Ambassadors throughout the facilities offer directions and other assistance, snack baskets are provided in extended waiting areas, inpatient ward greeters visit inpatients to ensure comfort and satisfaction, mystery shoppers pose as patients to evaluate how staff interact with veterans, quick cards located in various clinics allow patients to provide comments about their clinic experience, and paging systems allow family members to leave the immediate area and still be reached for provider conferences or patient updates.

Modernize Facilities

Dallas VAMC was selected as a site for a Fisher House, a two-story, 21-suite 'home away from home' for families of hospitalized veterans. Groundbreaking projected this Spring.

Nine additional beds were added to the Telemetry Unit in FY 06 to meet the needs for inpatient-monitored beds.

Construction of a Geropsych Unit will begin in FY 07 to meet the unique psychiatric and medical needs of seniors.

Other Facts:

- First in VA to introduce a Comprehensive Homeless Center, and its Comprehensive Work Therapy program is the largest in VHA.
- First in VA to have an automatic anesthesia recording system with a bilateral interface to communicate with VISTA/CPRS.
- One VA Mall provides 'one stop' shopping with retail/food venues and veteran service offices, including VA benefits, National Cemetery, Texas Veterans Commission, Disabled American Veterans, and Vietnam Veterans of America.
- Designated as a Level II Polytrauma site for VISN 17 to meet the multidisciplinary needs of Operation Iraqi Freedom/Operation Enduring Freedom veterans.

The Office of Inspector General reviewed VANTHCS in November 2006 and had NO recommendations for improvement regarding environment of care - an awesome accomplishment for over 63 acres under roof.